5 FAM 520 TELECOMMUNICATIONS PROCEDURES

5 FAM 521 TELEPHONE PROCEDURES

5 FAM 521.1 Selection Criteria for Acquiring Domestic Telephone Services

(TL:IM-21;   12-30-95)

a.   Station equipment for the Department, ACDA, AID, and contractor personnel is provided based upon the following criteria:

(1)   2500—Single Line Set

(a)   Assigned to all employees unless authorized other equipment.

(b)   Typically used to support a facsimile, answering machine or modem.

(2)   7410—10 Button Set

(a)   Deputy director, division chief and above.

(b)   Secretaries with less than a six person office to support.

(c)   Heads of units immediately subordinate to division chiefs who supervise more than eight persons.

(d)   Individuals who have a high volume of calls as an integral part of their work (e.g., those who serve as public information sources).

(3)   7434—34 Button Set

(a)   Office directors and above and their respective secretaries.

(b)   One lead secretary of an office with at least six employees to support.

b.   Use the following features in configuring telephone service:

(1)   Call coverage;

(2)   Busy Lamp indicator;

(3)   Call pickup; and/or

(4)   Transfer key.

5 FAM 521.2 STU-III Program

(TL:IM-21;   12-30-95)

a. The STU-III program for the Department is managed by A/IM/SO/TO/DMI/SV. All STU-III requests for additional equipment and replacement equipment must be sent to that office.

b. A/IM/SO/TO/SI/CRYPT is responsible for physically transferring STU-III equipment from the vault to all locations. All requests for fill devices (seed keys) and all other cryptographic devices should be sent to A/IM/SO/TO/SI/CRYPT.

c. Analog lines to connect the STU-III equipment must be ordered from A/IM/SO/DO/DSP by the using domestic organization.

5 FAM 521.3 Data Through the PBX Network

(TL:IM-21;   12-30-95)

A/IM/SO/DO/DSP is the contact for acquiring this service, including encryption requirements.

5 FAM 521.4 Department Calling Cards

(TL:IM-21;   12-30-95)

a. The Department issues calling cards that may be used for both domestic and international calls. These cards allow the user to be billed for official calls while on travel.

b. Each bureau determines the number of calling cards it needs based on the number of employees who travel and the frequency of travel. Personnel who travel monthly should have calling cards.

c. Personnel who do not have calling cards because they travel infrequently should use their commercial credit cards or pay for the call and apply for reimbursement on the required expense voucher forms.

d. Collect calls may be used only in an emergency.

5 FAM 521.4-1 Ordering Calling Cards

(TL:IM-21;   12-30-95)

a.   To order international long distance on FTS-2000 (domestic long distance) calling cards, Department staff must submit a memorandum to the General Services Officer or Administrative Officer at the bureau or agency level to A/IM/SO/DO/DSP.   Indicate the names, telephone numbers, and office symbols of the individuals who will use the cards. There is no charge for the card.

b.   AID staff stationed in the U.S. should request calling cards from AID/FA/IRM/TCO.

5 FAM 521.4-2 Discontinuing Calling Cards

(TL:IM-21;   12-30-95)

a.   To discontinue an FTS-2000 calling card or a commercial calling card issued by the Department, Bureaus must send a memorandum and the card to A/IM/SO/DO/DSP requesting that the card be discontinued.

b.   Employees must notify the Department as soon as possible when cards are lost or stolen.

5 FAM 521.5 Telephone Directories

(TL:IM-21;   12-30-95)

a.   Employees are responsible for verifying and updating their listings in the alphabetical and organizational sections of the Department and ACDA printed telephone directories and referring corrections or changes to their executive or administrative offices.   These offices are responsible for transmitting alphabetical corrections on Form DS-1891 to the Digital Systems Programs Division with the name, office symbol, room number, building, and telephone number.

b.   The Digital Systems Programs Division (A/IM/SO/DO/DSP) is responsible for providing directory data base printouts to each executive and administrative office for verification and correction as necessary.

c.   New editions of the directory are delivered to offices via the message centers.

d.   Bureaus must send memorandums to A/IM/IS/OIS/PS to request changes in the number of printed copies required. Also, send requests for diskette copies to A/IM/IS/OIS/PS.

e.   Directories for major cities, domestic and overseas, are in the reference section of the Department library.

5 FAM 522 VOICE RADIO PROCEDURES

5 FAM 522.1 Department Funded Systems

(TL:IM-21;   12-30-95)

    a.   Emergency Action Plan and Security systems:

    (1)   Posts should submit Emergency Action Plan radio requirements to the RIMC. Requirements statements should include purpose, justification, scope of participation and proposed location for equipment. Also, describe any particular urgency attached to the request.

    (2)   The RIMC conducts a survey to define technical requirements for systems, including transmitter and antenna systems, frequency spectrum constraints, and estimated life cycle support costs. Affected agencies are encouraged to participate in these surveys.

    (3)   A/IM reviews the requirements statement and the technical requirements survey results, determines if funds are available, and either approves proposals or returns them for further development.   After proposals are approved, RIMC prepares hardware specifications, topographical and frequency profiles, installation plans, and operational plans.

    b.   For other than Emergency Action Plan and Security nets, posts should submit information on local equipment availability and life cycle support costs, including installation and maintenance costs to A/IM through the regional bureaus. The Regional Bureaus validate requirements and determine if funds are available. A/IM/SO/TO reviews the technical and operational characteristics of proposed systems and determines the feasibility of deployment.

    c.   The RSO coordinates with the IPO to obtain UHF and/or VHF radio systems for local guard force programs.

5 FAM 522.2 Other Agency Funded Systems

(TL:IM-21;   12-30-95)

    a.   Other agencies must advise the Department (A/IM/RM/IAA) as early as possible of proposals to participate in or augment Emergency Action Plan and security nets, to introduce new systems, or to make major changes to an existing system. A/IM/RM/IAA determines whether these proposals raise reciprocity or other politically sensitive issues.

b. When a proposing agency, based on advice provided by A/IM/RM/IAA, opts to go forward with its proposal, that agency, in coordination with the Department, will notify the post and provide an assessment (on the basis of a technical feasibility survey, if necessary) of the proposal's impact on existing post and/or host government radio systems. When a survey is required, affected post personnel will provide all relevant documentation to the survey team and are encouraged to participate in the team's analysis. The team will prepare a written report and will brief the COM on:

(1) The uses of the new or changed system;

(2) The impact, if any, on existing post and host government systems;

(3) Security procedures applicable to the installation and use of the proposed system; and

(4) System operating procedures. Emergency Action Plan and security systems will be interoperable with post systems unless the COM decides otherwise.

5 FAM 522.3 Radio Equipment Procurement (Department Only)

(TL:IM-21; 12-30-95)

a. If the Department is purchasing UHF and/or VHF radio equipment, either with A/IM, bureau or post funds, ordering and logistic functions are the responsibility of A/IM/SO/TO.

b. Posts may provide a fund citation to the Department (A/IM/SO/TO). A/IM/SO/TO will order, receive, inspect, prepare, and forward equipment to posts (ATTN: IPO).

c. Posts may, with posts funds, purchase radio equipment directly from vendors.

(1) Posts ordering equipment with post or bureau funds should exchange telegrams with RIMC to obtain technical guidance on the suitability of proposed equipment for the use intended; frequency requirements, sparing arrangements, and vendor maintenance support.

(2) If the vendor is instructed to ship the equipment by Department's facilities, A/IM/SO/TO must concur and posts funds must be provided to cover the shipment from SA-21. A/IM/SO/TO will not accept equipment from vendors that was purchased by posts unless A/IM/SO/TO was provided with timely telegraphic advice through official channels of the purchases and provided specific funding to cover onward shipping charges. The correct shipping address must be provided to the vendor.

(3)   When the RIMC has concurred and provided guidance on the equipment and/or maintenance evaluation, posts may purchase radio equipment with post funds using the "direct relay telegram to vendor." A/IM/SO/TO must concur for shipment if the radio equipment is purchased through Department channels.

d.   Other agencies (USAID and USIA excluded) may procure radio systems as follows:

(1)   Agencies may provide a fund citation, to include shipping, to the Department (A/IM/SO/TO).   A/IM/SO/TO will order, receive, inspect, prepare, and forward equipment to posts (ATTN: IPO).

(2)   Agencies may order through their own procurement channels and may obtain ordering information from the Department (A/IM/SO/TO).

e.   Any procurement of radio equipment to be used in a controlled access   area   must   comply   with   Department   Unclassified Electrical/Electronic Equipment Security Standards.

5 FAM 522.4 Installation

(TL:IM-21;   12-30-95)

a. The A/IM/FBO Liaison Office, A/IM/FBO/LO, coordinates all communications facilities requirements for all New Office Building (NOB) or IPC renovation projects. Installations in or on Department of State facilities must be coordinated with FBO, DS, DTS/PO, RIMC, A/IM/SO/TO/MT/RF, the IPO or IMO, and affected post personnel. These installations must conform to applicable standards and procedures in effect at the time as established by the Foreign Buildings Office (FBO) and the Overseas Security Policy Group. Antenna installations or relocations must also have IPO or IMO approval and must be installed in accordance with FBO guidelines.

b. Unless life-threatening circumstances warrant otherwise, posts should not install or relocate HF, UHF, or VHF equipment in or on Department of State facilities without the assistance of a qualified Communications Electronics Officer—Radio Information Management Technical Specialist (IMTS).

c. Where a non-State agency is located in a Department of State facility, cleared agency technicians may perform installations after the coordination and approval process has been accomplished. The IPO or IMO must oversee the installation.

d. Generally, Emergency Action Plan and security radio systems are located within the Information Program Center (IPC). This is normally the safehaven site in an emergency. In some instances, a location other than the IPC may be used as an alternative, or as a secondary site.

e. UHF and/or VHF base station equipment may be located in the IPC under the provisions of the Unclassified Electrical/Electronic Equipment Security Standards. UHF and/or VHF base station equipment may also be located in the Marine Security Guard area, or a designated Command Center outside of the IPC. Radios located within an IPC may not be remoted via direct wire lines to an external location.

f. All UHF and/or VHF radio equipment installed or stored in the IPC, and used exclusively within the IPC, must be handled in accordance with applicable Department security standards and guidelines established by DS.

5 FAM 522.5 Maintenance and Repair

(TL:IM-21;   12-30-95)

a. Life cycle maintenance support should be incorporated in the purchase or lease of all new non Emergency Action Plan radio systems or when major changes are made to existing systems.

b. The RIMC provides maintenance support for A/IM funded Emergency Action Plan radio systems. During regularly scheduled visits, RIMC will, where required, instruct post personnel in properly caring for and using equipment.

c. Other agencies that own radio systems that are part of or interoperable with post systems must ensure the systems are maintained in a manner compatible with sustained network integrity. These agencies will provide operating instructions, to include procedures for isolating and correcting faults.

d.   The RIMC assists Posts, Bureaus, and other agencies as requested in evaluating the adequacy of vendor or other proposals for life cycle support of locally purchased or leased equipment.

e.   Repair of A/IM, Post, or Bureau funded Emergency Action Plan radio systems will be accomplished as follows:

(1)   HF and UHF/VHF portable mobile radio equipment supporting Emergency Action Plan and security nets will be done, at the RIMC discretion, at the RIMC or the Department. If the RIMC cannot repair the equipment, it will send the equipment to the Department and notify the post. A/IM will determine if the equipment can be repaired economically or if it must be replaced.

(2)   The RIMC will repair fixed radio installations (antenna sites repeaters, base stations) that support Emergency Action Plan nets. Posts should notify the RIMC via priority telegram to ensure repairs are scheduled quickly.

f.   Department or other agency radio technicians visiting posts to perform repairs or to conduct inspections must contact the IPO to identify significant radio communications issues that should be brought to the attention of Washington agencies.

5 FAM 522.6 Operational Testing

(TL:IM-21;   12-30-95)

a.   The IMO or IPO manages A/IM, Post or Bureau funded voice radio systems at post. This includes establishing testing and exercise programs consistent with post needs and the Net Operating Instruction (NOI) published by the RIMC. Other agency participants on the post Emergency Action Plan nets will test their systems according to schedules and procedures established by the IPO under the authority and direction of the COM.

b.   All Emergency Action Plan radio systems must be tested weekly or as directed by the COM. HF radio test results must be submitted to the RIMC based on NOI instructions.

c.   Tests should simulate emergency operations, including call sign. The tests should also observe circuit discipline and be as brief as possible. All users who would use the networks in an emergency should participate in these tests. Where Marine Security Guards (MSGs) are on site, the MSG standing watch at Post 1, under RSO supervision, should act as net control, conduct the tests, and forward the results to the RSO and IPO for evaluation. The RSO will assist the IPO in coordinating user participation in tests.

d.   Separate testing is not required for systems used on a regular basis.

e.   When other agencies are part of a network and test results indicate operating problems with an agency's radio, the IPO or IMO will advise the COM, RIMC, and the senior agency representative at post of the problem and any suggested remedies. The senior agency representative at post is responsible to advise the agency's radio program manager when an agency has its own radio program.

5 FAM 523 THROUGH 529 UNASSIGNED